England Centre for Practice Development

- Flourishing People, Workplaces and Care

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Cassandra Community Workload Activity Project

Phase 1
- NHSE Kent and Medway Local Area Team
- Cassandra Workload Activity Tool Pilot 3 sites
- Testing for adaptability to community setting
- Paper version of tool

Phase 2
- HEE Kent, Surrey Sussex
- Adapted for use with community nurses 6 sites
- Web platform
- Multidimensional complexity of care
We use this approach to describe the work of specialists as their work is very complex and multidimensional

- Proactive case managers/brokers
- Key accessible professional across a journey
- Enable patients to self manage
- Technical expertise in specialism
- Alleviate suffering
- Perform rescue work to a high degree
- High quality patient experience including resolving poor experience
- Design and manage own services & work in collaboration with other colleagues
Activity of specialist APRNs

Things that specialists do

- Outcomes
- Emotional effort
- Intervention
- time
- context
- numbers
- date
- form

Care management

Things that Cassandra records

- Physical
- Psychological
- Social
- Admin
Modelling is about building a representative “whole system” rather than trying to measure bits. Here is a model called a geoschematic which you might recognise!
Community results so far

- Approx. 11,000 points of data
- 7,629 interventions collected in 58 regularly used categories (26 users)
- Data skewed by a couple of really great collectors!
- Issues with collection (not enough for a “big data” study) but shows complexity of care.
- Further analysis taking place
- 112 examples of care left undone
Spread across the intervention spectrum (2x context)
Next Steps

• NIHR bid
• Data ontology for community nursing
• Mining data for patterns to build optimum caseload simulation model
• Could be a bolt on module in existing systems e.g. System One does not map nursing work
• RCN Workforce Modelling Symposia-breaking news event